

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. CONTRACT ID CODE		PAGE 1 OF 2		
2. AMENDMENT/MODIFICATION NO. PS15		3. EFFECTIVE DATE		4. REQUISITION/PURCHASE REQ. NO. 21483541		5. PROJECT NO. (If applicable)	
6. ISSUED BY GSA/FEDSIM Acquisition (QF0BCA) 1800 F Street, NW, 3100 Washington, DC 20405 Contract Specialist Name: Vi V. Duong Contract Specialist Phone: 215-446-5063		CODE AJ000		7. ADMINISTERED BY (If other than item 6)		CODE	
8. NAME AND ADDRESS OF CONTRACTOR (No., Street, County, State and ZIP Code) SRA International, Inc. 4300 FAIR LAKES CT FAIRFAX, VA, 22033-4232 Phone: 703-502-4582 Fax: 703-803-1509				(X)		9A. AMENDMENT OF SOLICITATION NO.	
				X		9B. DATED (SEE ITEM 11)	
						10A. MODIFICATION OF CONTRACT/ORDER NO. GSTFMGBPA100001 / GST0013AJ0110	
						10B. DATED (SEE ITEM 13) 09/27/2013	
CODE		FACILITY CODE					
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS							
<input type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended, <input type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledge receipt of this amendment on each of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment your desire to change an offer already submitted, such change may be made by telegram or letter provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and data specified.							
12. ACCOUNTING AND APPROPRIATION DATA (If required) 299X.A00VR290.F2.25.C01.H08 Total Amount of MOD: \$1,435,000.00							
13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.							
		A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.					
		B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).					
X		C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR 43.103(a), Bilateral Agreement					
		D. OTHER (Specify type of modification and authority)					
E. IMPORTANT: Contractor <input type="checkbox"/> is not, <input checked="" type="checkbox"/> is required to sign this document and return ____ copies to the issuing office.							
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.) The purpose of this modification is to update the following: 1.) Section 1.2.2 on pages 2-2 and 2-4, 2.) Section 1.2.3 on pages 2-5, 2-6 and 2-7 and 3.) Section 1.4.1 on page 2-8. 5. All changes are highlighted in yellow and marked with a change bar in the right-hand margin of the Conformed Task Order. All other terms and conditions remain unchanged. Please see attached SF30 Continuation Page for details.							
Except as provided herein, all terms and conditions of the document referenced in item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.							
15A. NAME AND TITLE OF SIGNED BY				15B. NAME AND TITLE OF CONTRACTING OFFICER			
(b) (6)				(b) (6)			
15C. CONTRACTOR/OFFEROR		15D. DATE SIGNED		15E. UNITED STATES OF AMERICA		16C. DATE SIGNED	
(b) (6)							

Line Item Summary							
ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	Rev. Ext. Price (F)	Prev. Ext. Price (G)	Amount Of Change (H)
0001	Labor (Tasks 1-6) (LH)	1.0	01	\$4,421,270.00	\$4,421,270.00	\$4,421,270.00	\$0.00
0002	Travel (6 mos)	1.0	01	\$15,000.00	\$15,000.00	\$15,000.00	\$0.00
1001	OP1 Labor (Tasks 1-6)	1.0	01	\$5,220,419.00	\$5,220,419.00	\$5,220,419.00	\$0.00
1002	OP1 Travel (6 mos)	1.0	01	\$72,000.00	\$72,000.00	\$72,000.00	\$0.00
2001	OP2 Labor (Tasks 1-6)	1.0	01	\$13,292,592.72	\$13,292,592.72	\$11,857,592.72	\$1,435,000.00
2002	OP2 Travel (6 mos)	1.0	01	\$56,000.00	\$56,000.00	\$56,000.00	\$0.00
TOTALS:					\$23,077,281.72	\$21,642,281.72	\$1,435,000.00

Block 14 continued:

The purpose of this modification is to update the following: 1.) Section 1.2.2 on pages 2-2 and 2-4, 2.) Section 1.2.3 on pages 2-5, 2-6 and 2-7, 3.) Section 1.4.1 on page 2-8 and 4.) Section 5.3 on page 5-5.

1. Update Section 1.2.2 on pages 2-2 and 2-4, Optional Period 1.

CLIN 1001 Total NTE ceiling is decreased by \$700,000.00 from \$6,420,419.00 to \$5,720,419.00.

Total Option Period 01 CLINS is decreased by \$700,000.00 from \$6,492,419.00 to \$5,792,419.00.

2. Update Section 1.2.3 on pages 2-5, 2-6 and 2-7, Optional Period 2.

CLIN 2001 Total NTE ceiling is increased by \$700,000.00 from \$12,673,445.00 to \$13,373,445.00.

Total Option Period 02 CLINS is increased by \$700,000.00 from \$12,817,445.00 to \$13,517,445.00.

Update site rates due to increased staffing brought over to Task Order 04 from the suspended Task Order 06. Add location in DC 'G' site rates as follows:

OP2 Labor Category	Location	Hourly RATE (by site) for September 30, 2014 to May 20, 2015		Hourly RATE (by site) for May 21, 2015 to September 29, 2015	
		'G'	'C'	'G'	'C'
Deputy Project Manager	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
CRM SME	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Grantor Program Management SME	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
SAP Portal SME	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Business Rules Management SME	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
CRM Middleware SME	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
CRM Web UI Developer	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Solution Architect Lead	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)

- Update Section 1.4.1 on page 2-8, Incremental Funding Limitation of Government's Obligation.

The estimated period of performance covered by the allotments for the awarded CLINs is updated from "September 30, 2013 through September 30, 2015" to "September 30, 2013 through September 29, 2015".

- Update Section 1.4.1 on page 2-8, Incremental Funding Chart.

Realign labor ceiling as follows:

CLIN 1001 ceiling is decreased by \$700,000.00 from \$6,420,419.00 to \$5,720,419.00.

CLIN 2001 ceiling is increased by \$700,000.00 from \$12,673,445.00 to \$13,373,445.00.

As a result, the Total ceiling remains unchanged at \$23,746,134.00.

Incremental funding as follows:

CLIN 2001 funding is increased by \$1,435,000.00 from \$11,857,592.72 to \$13,292,592.72.

As a result, the Total funding is increased by \$1,435,000.00 from \$21,642,281.72 to \$23,077,281.72.

5. Update Section 5.3 on page 5-5, Task Order Schedule and Milestone Dates.

Remove deliverable #31 – Transition Out Plan.

6. All changes are highlighted in yellow and marked with a change bar in the right-hand margin of the Conformed Task Order.
7. All other terms and conditions remain unchanged.

Task Order

GST0013AJ0110

Modification PS15

**Application Transformation and Modernization (ATM) System
Integrator**

Task Order 4 – MIDAS Operations

in support of:



**United States Department of Agriculture (USDA)
Farm Service Agency (FSA)**

**Issued to:
SRA International, Inc.
Under FEDSIM BPA GS-TFMG-BPA-10-0001**

**The Contractor's Basic GSA Schedule contract and FEDSIM BPA are applicable to the
Task Order**

Conducted under FAR 8.4. Do not intend to use FAR 15 principles.

**Issued by:
General Services Administration
Federal Systems Integration and Management Center (FEDSIM)
2100 Crystal Drive
Suite 800
Arlington, VA 20406**

**September 30, 2013
FEDSIM Project Number 13033AGM**

SECTION 2 – DESCRIPTION / SPECIFICATIONS / STATEMENT OF WORK

1.1 ORDER TYPE

The contractor shall perform the effort required by this Task Order (TO) on a Time and Materials (T&M) basis. The work shall be performed in accordance with all Sections of this TO, the contractor's Application Transformation and Modernization (ATM), Blanket Purchase Agreement and the contractor's General Services Administration (GSA) Multiple Award Schedule (MAS).

1.2 SERVICES AND PRICES

Long distance travel is defined as travel over 50 miles. Local travel will not be reimbursed.

The following abbreviations are used in this price schedule:

CLIN	Contract Line Item Number
NTE	Not-to-Exceed
T&M	Time-and-Materials

1.2.1 BASE PERIOD: 6 Months – September 30, 2013 to March 29, 2014

LABOR CLIN – T&M

CLIN	Description	Total Hours	Total NTE Ceiling
0001	Labor (Tasks 1-6)	23,326	\$4,421,270

Labor Category	Location	RATE (site)	
		Government	Contractor
Business Analyst	DC	(b) (4)	(b) (4)
Data Management SME	KC	(b) (4)	(b) (4)
GIS Integration	DC	(b) (4)	(b) (4)
Integration Lead	KC	(b) (4)	(b) (4)
O&M Basis SME	KC	(b) (4)	(b) (4)
O&M Business Functional Lead	DC	(b) (4)	(b) (4)
O&M Business Functional SME	DC	(b) (4)	(b) (4)
O&M Business/Operations Analyst	DC	(b) (4)	(b) (4)
O&M Business/Operations Lead	DC	(b) (4)	(b) (4)
O&M Business/Operations SME	DC	(b) (4)	(b) (4)
O&M Data Analyst	KC	(b) (4)	(b) (4)
O&M Help Desk/Operations Analyst	DC	(b) (4)	(b) (4)
O&M Help Desk/Operations Lead	DC	(b) (4)	(b) (4)
O&M Help Desk/Operations SME	DC	(b) (4)	(b) (4)
Project Administrator	KC	(b) (4)	(b) (4)
Project Manager	DC	(b) (4)	(b) (4)
SAP Basis Lead	DC	(b) (4)	(b) (4)
SAP Basis Lead	KC	(b) (4)	(b) (4)
SAP Security Analyst	KC	(b) (4)	(b) (4)

SECTION 2 – DESCRIPTION / SPECIFICATIONS / STATEMENT OF WORK

Labor Category	Location	RATE (site)	
		Government	Contractor
SAP Security Lead	KC	(b) (4)	(b) (4)
Senior Strategy Analyst	KC	(b) (4)	(b) (4)
Service Transition Manager	KC	(b) (4)	(b) (4)
Solution Architect Analyst	KC	(b) (4)	(b) (4)
CRM Middleware SME	KC	(b) (4)	(b) (4)
CRM SME	DC	(b) (4)	(b) (4)
Data Architect	DC	(b) (4)	(b) (4)
Data Management Lead	DC	(b) (4)	(b) (4)
Data Management SME	DC	(b) (4)	(b) (4)
Governance and Continual Improvement Lead	DC	(b) (4)	(b) (4)
Grantor Program Management SME	DC	(b) (4)	(b) (4)
Netweaver Lead	DC	(b) (4)	(b) (4)
SAP Netweaver Administrator	DC	(b) (4)	(b) (4)
SAP Portal SME	DC	(b) (4)	(b) (4)
SAP Security Analyst	DC	(b) (4)	(b) (4)
SD/MM SME	DC	(b) (4)	(b) (4)
Solution Architect Analyst	DC	(b) (4)	(b) (4)
Solution Architect SME	DC	(b) (4)	(b) (4)

TRAVEL CLIN - REIMBURSEABLE

CLIN	Description		Total Ceiling Price
0002	Travel (6 Months)	NTE	\$15,000.00

TOTAL BASE PERIOD CLINS:

\$4,436,270.00

1.2.2 OPTIONAL PERIOD 1: 6 Months – March 30, 2014 to September 29, 2014

LABOR CLIN – T&M

CLIN	Description	Total Hours	Total NTE Ceiling
1001	Labor (Tasks 1-6)	33,925	\$5,720,419

OP1 Labor Category	Location	Hourly RATE (by site) for March 30, 2014 to May 20, 2014		Hourly RATE (by site) for May 21, 2014 to Sept. 29, 2014	
		'G'	'C'	'G'	'C'
Business Analyst	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Data Management SME	KC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
GIS Integration	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)

SECTION 2 – DESCRIPTION / SPECIFICATIONS / STATEMENT OF WORK

OP1 Labor Category	Location	Hourly RATE (by site) for March 30, 2014 to May 20, 2014		Hourly RATE (by site) for May 21, 2014 to Sept. 29, 2014	
		‘G’	‘C’	‘G’	‘C’
Integration Lead	KC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
O&M Basis SME	KC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
O&M Business Functional Lead	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
O&M Business Functional SME	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
O&M Business/Operations Analyst	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
O&M Business/Operations Lead	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
O&M Business/Operations SME	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
O&M Data Analyst	KC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
O&M Help Desk/Operations Analyst	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
O&M Help Desk/Operations Lead	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
O&M Help Desk/Operations SME	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Project Administrator	KC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Project Manager	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
SAP Basis Lead	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
SAP Basis Lead	KC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
SAP Security Analyst	KC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
SAP Security Lead	KC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Senior Strategy Analyst	KC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Service Transition Manager	KC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Solution Architect Analyst	KC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
CRM Middleware SME	KC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
CRM SME	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Data Architect	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Data Management Lead	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Data Management SME	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Governance and Continual Improvement Lead	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Grantor Program Management SME	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Netweaver Lead	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
SAP Netweaver Administrator	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
SAP Portal SME	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
SAP Security Analyst	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
SD/MM SME	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Solution Architect Analyst	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Solution Architect SME	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)

SECTION 2 – DESCRIPTION / SPECIFICATIONS / STATEMENT OF WORK

OP1 Labor Category	Location	Hourly RATE (by site) for March 30, 2014 to May 20, 2014		Hourly RATE (by site) for May 21, 2014 to Sept. 29, 2014	
		'G'	'C'	'G'	'C'
ABAP Developer	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
ABAP Developer	KC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Business Rules Management SME	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Business Rules Management SME	KC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
CRM Middleware SME	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
CRM Web UI Developer	KC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
CRM Web UI Developer	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Data Architect	KC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Functional Lead	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
GIS Architect	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Integration Lead	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Principal GIS Developer Consultant	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Senior GIS Architect	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Senior GIS Developer Consultant	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Senior GIS Project Manager	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
SOA Architect	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Solution Architect Lead	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Tech-Dev Lead- ECC	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
XI/PI Developer	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
XI/PI Lead	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
XI/PI Lead	KC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Senior Strategy Analyst (CSS)	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
XI/PI Developer	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)

*SRA accounting system escalates rates on June 01 of each year.

TRAVEL CLIN - REIMBURSEABLE

CLIN	Description		Total Ceiling Price
1002	Travel (6 Months)		\$72,000.00

TOTAL OPTION PERIOD 01 CLINS:

\$5,792,419.00

SECTION 2 – DESCRIPTION / SPECIFICATIONS / STATEMENT OF WORK

1.2.3 OPTIONAL PERIOD 2: 12 Months - September 30, 2014 to September 29, 2015

LABOR CLIN – T&M

CLIN	Description	Total Hours	Total NTE Ceiling
2001	Labor (Tasks 1-6)	66,590	\$13,373,445.00

OP2 Labor Category	Location	Hourly RATE (by site) for September 30, 2014 to May 20, 2015		Hourly RATE (by site) for May 21, 2015 to September 29, 2015	
		'G'	'C'	'G'	'C'
Deputy Project Manager	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Business Analyst	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Data Management SME	KC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
GIS Integration	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Integration Lead	KC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
O&M Basis SME	KC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
O&M Business Functional Lead	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
O&M Business Functional SME	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
O&M Business/Operations Analyst	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
O&M Business/Operations Lead	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
O&M Business/Operations SME	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
O&M Data Analyst	KC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
O&M Help Desk/Operations Analyst	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
O&M Help Desk/Operations Lead	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
O&M Help Desk/Operations SME	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Project Administrator	KC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Project Manager	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
SAP Basis Lead	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
SAP Basis Lead	KC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
SAP Security Analyst	KC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
SAP Security Lead	KC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Senior Strategy Analyst	KC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Service Transition Manager	KC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Solution Architect Analyst	KC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
CRM Middleware SME	KC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
CRM SME	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Data Architect	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Data Management Lead	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Data Management SME	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)

SECTION 2 – DESCRIPTION / SPECIFICATIONS / STATEMENT OF WORK

Governance and Continual Improvement Lead	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
OP2 Labor Category	Location	Hourly RATE (by site) for September 30, 2014 to May 20, 2015		Hourly RATE (by site) for May 21, 2015 to September 29, 2015	
		‘G’	‘C’	‘G’	‘C’
Grantor Program Management SME	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Netweaver Lead	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
O&M Basis SME	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
SAP Portal SME	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
SAP Security Analyst	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
SD/MM SME	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Solution Architect Analyst	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Solution Architect SME	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
ABAP Developer	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
ABAP Developer	KC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Business Rules Management SME	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Business Rules Management SME	KC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
CRM Middleware SME	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
CRM Web UI Developer	KC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
CRM Web UI Developer	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Data Architect	KC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Functional Lead	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
GIS Architect	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Integration Lead	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Principal GIS Developer Consultant	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Senior GIS Architect	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Senior GIS Developer Consultant	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Senior GIS Project Manager	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
SOA Architect	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Solution Architect Lead	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Tech-Dev Lead- ECC	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
XI/PI Developer	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
XI/PI Lead	DC	(b) (4)	(b) (4)	(b) (4)	(b) (4)
XI/PI Lead	KC	(b) (4)	(b) (4)	(b) (4)	(b) (4)

*SRA accounting system escalates rates on June 01 of each year.

TRAVEL CLIN - REIMBURSEABLE

SECTION 2 – DESCRIPTION / SPECIFICATIONS / STATEMENT OF WORK

CLIN	Description		Total Ceiling Price
2002	Travel (12 Months)		\$144,000.00

TOTAL OPTION PERIOD 02 CLINS:

\$13,517,445.00

GRAND TOTAL:

\$23,746,134.00

1.3 SUPPLIES OR SERVICES AND PRICE/COSTS TABLES

1.3.1 INDIRECT/MATERIAL HANDLING RATE

Travel and ODC costs incurred may be burdened with the Contractor's indirect/material handling rate in accordance with the Contractor's disclosed practices. If no indirect/material handling rate is allowable in accordance with the Contractor's disclosed practices, no indirect/material handling rate shall be applied to or reimbursed on such costs.

1.3.2 LIMITATION ON OTHER DIRECT COSTS

ODC costs incurred on GSA Schedule TOs are limited to a maximum of \$3,000 over the life of the TO.

1.3.3 TIME & MATERIAL LABOR MIX AND LEVEL OF EFFORT

The labor mix and level of effort specified in the contractor's quote and incorporated into this order are for estimation purposes. The contractor may re-allocate the number of hours within each labor CLIN as needed to effectively manage the project, provided the total funded labor cost and total hours are not exceeded. Any additional labor categories or increases to total hours or increases to ceilings required during performance must be approved by the Contracting Officer (CO) and added to the TO by modification.

1.4 INCREMENTAL FUNDING

1.4.1 INCREMENTAL FUNDING LIMITATION OF GOVERNMENT'S OBLIGATION

Incremental funding for CLINs 0001, 0002, 1001, 1002, 2001, and 2002 is currently allotted and available for payment by the Government. Additional incremental funding for these CLINs will be allotted and available for payment by the Government as the funds become available. The estimated period of performance covered by the allotments for the awarded CLINs is from September 30, 2013 through **September 29, 2015**, unless otherwise noted. The TO will be modified to add funds incrementally up to the maximum of \$23,746,134 over the performance period of this TO. These allotments constitute the estimated cost for the purpose of Federal Acquisition Regulation (FAR) Clause 52.232-22, Limitation of Funds, which applies to this TO on a CLIN-by-CLIN basis.

Incremental Funding Chart for T&M

CLIN	CEILING	FUNDING	TOTAL Remaining
0001	\$4,421,270	\$4,421,270	\$0
0002	\$15,000	\$15,000	\$0
1001	\$5,720,419	\$5,220,419	\$500,000
1002	\$72,000	\$72,000	\$0
2001	\$13,373,445	\$13,292,593	\$80,852
2002	\$144,000	\$56,000	\$88,000
TOTAL	\$23,746,134	\$23,077,282	\$668,852

2.1 BACKGROUND

The initial deployment of the United States Department of Agriculture (USDA) Farm Service Agency (FSA), Modernize and Innovate the Delivery of Agricultural Systems (MIDAS) solution was released to production on April 22, 2013. Operations and maintenance support provided under this task order is governed by FSA's MIDAS Operations Team, which is a component of the FSA Office of the Chief Information Officer (OCIO). The MIDAS Operations and Maintenance (O&M) Delivery team is being led by FSA Office of the Chief Information Officer (OCIO) Production Adjustment and Risk Management (PARMO); this same MIDAS O&M Delivery team is responsible for MIDAS production defect resolution and minor enhancements (non-GIS). The MIDAS Project Team is leading new release production support and the MIDAS Project Team is responsible for Blueprint, Realization, Final Preparation, and initial Go-Live support of new MIDAS business capability. The MIDAS Project Team is providing production support for a period of six months after the initial deployment date (April 22, 2013). After this six month stabilization period, the Contractor shall assume responsibility for production support for the initial deployment. Future releases will have a shorter stabilization period of two weeks following each go-live, (instead of the initial deployment's six months of production support), after which the MIDAS Project Team's delivery resources will be available to the O&M Delivery team and MIDAS Operations team.

2.1.1 GENERAL REQUIREMENTS

The following are general requirements for this task order:

1. The Government will provide the appropriate software licenses as GFE;
2. The Contractor's development and configuration efforts shall leverage lessons learned and an integrated SAP Solution Repository compliant with the FSA Service Oriented Architecture (SOA) and with other USDA SAP projects;
3. The Contractor shall utilize the SAP landscape that is integrated with other USDA SAP projects and includes a shared SAP Enterprise Quality Assurance (QA) and Production environment;
4. The Contractor shall work with the standard FSA Desktop as identified by FSA. The Contractor shall work to conform to USDA Information Technology Services (ITS) standards and procedures for the integration of new MIDAS elements into the desktop;
5. Government staff time is limited. The Contractor shall establish plans for the operations and maintenance of Release 1 and future releases, when appropriate, that clearly articulates expected Government resource utilization optimizing the resource requirements for each deliverable;

SECTION 2 – DESCRIPTION / SPECIFICATIONS / STATEMENT OF WORK

6. The Contractor shall support business, technical, organizational impacts, and performance information to the MIDAS Governance organizations;
7. The SAP ECC, FMMI Portal, SAP GRC, Solution Manager, and SAP BW components and shared master data will be configuration controlled by the USDA Assistant Chief Financial Office – Financial Systems (ACFO – FS). Other technical and programmatic interdependences must be coordinated with the OCFO and WebFarm.
8. Scheduling of QA environment resources shall be coordinated with the ACFO - FS under the guidance and direction of the USDA Project Management Design/Decision Committee (PDDC) and Senior Management Oversight Committee (SMOC);
9. “Basis” (i.e., the set of middleware programs and tools and underlying base that enables applications to be interoperable) administration shall be coordinated in collaboration with the ACFO - FS. The Contractor shall coordinate Basis activities impacting SAP ECC, FMMI Portal, SAP GRC, Solution Manager, and SAP BW components with the ACFO - FS prior to executing Basis activities;
10. As required the Contractor shall execute mutual Non-Disclosure Agreements (NDAs) with other government support contractors in the USDA SAP Landscape;
11. The Contractor shall provide required deliverables and gate review artifacts to the Government and IV&V contractor to support Independent Verification and Validation (IV&V) activities;
12. All tasks include knowledge transfer activities to and from government or government designees for daily, monthly and other scheduled operations and support tasks. These tasks will be accomplished in accordance with the approved MIDAS Knowledge Transfer Plan. Knowledge transfer may include new functionality, software components, and modules required to support FSA. This includes SAP competencies and MIDAS specific implementation knowledge transfer;
13. The Contractor shall provide functional, configuration and application development support for triage of production incidents and related root cause analysis for knowledge transfer for all areas, including GIS; and
14. The term end-to-end indicates that the Contractor shall support and / or engage with the complete MIDAS solution and all components thereof.

2.1.2 EXTERNAL ORGANIZATION COORDINATION

In addition to the Contractor tasks identified in this task order, the collective MIDAS solution O&M effort will also be supported by other organizations within USDA including FSA, the Office of the Chief Financial Officer (OCFO), and the Office of the Chief Information Officer (OCIO). FSA, supported by the Contractor, will manage the relevant coordination efforts across the following organizations:

SECTION 2 – DESCRIPTION / SPECIFICATIONS / STATEMENT OF WORK

- FSA Deputy Administrator for Farm Programs (DAFP) – Business Process Support;
- FSA Office of Budget and Finance (OBF) – Business Process Support;
- FSA Deputy Administrator for Field Operations (DAFO) – Business Process Support;
- FSA Testing and Certification Office (TCO) – Independent Quality Assurance Testing;
- FSA Information Security Office (ISO) – User provision, Certification & Accreditation (C&A), disaster recovery;
- FSA MIDAS Project Team – Planning and Management, Ongoing Architecture and Development Integration;
- FSA Application Development Team – MIDAS Application maintenance and minor enhancement (MIDAS O&M Delivery support);
- USDA Office of Chief Financial Officer (OCFO) – Financial Operations
 - USDA Assistant Chief Financial Office (ACFO) – Financial Systems – User provisioning, ACFO supported tools, FMFI system integration and support;
 - USDA National Finance Center (NFC) – NFC Data Center network, server hardware operating software maintenance.
- OCIO National Information Technology Center (NITC) – NITC Data Center network, server hardware operating software maintenance;
- OCIO Agriculture Security Operations Center (ASOC) – Penetration Testing; and
- OCIO Information Technology Services (ITS) – UTN Network and Tier 1 Service Desk.

2.1.3 AGENCY MISSION

USDA's mission is to provide leadership on food, agriculture, natural resources and related issues based on sound public policy, the best available science and efficient management. The USDA seeks to be recognized as a dynamic organization that is able to efficiently provide the integrated program delivery needed to lead a rapidly evolving food and agriculture system. Accordingly, USDA created a strategic plan to implement its vision. The framework of this plan depends on several key activities:

1. Expanding markets for agricultural products and support international economic development;

SECTION 2 – DESCRIPTION / SPECIFICATIONS / STATEMENT OF WORK

2. Further developing alternative markets for agricultural products and activities;
3. Providing financing needed to help expand job opportunities and improve housing, utilities and infrastructure in rural America;
4. Enhancing food safety by taking steps to reduce the prevalence of food borne hazards from farm to table;
5. Improving nutrition and health by providing food assistance and nutrition education and promotion; and
6. Managing and protecting America's public and private lands working cooperatively with other levels of government and the private sector.

In support of the USDA mission, the FSA administers farm commodity, crop insurance, credit, environmental, conservation and emergency assistance programs for farmers and ranchers.

2.2 SCOPE

The purpose of this Task Order is to provide functional and technical expertise in support of FSA MIDAS Solution in order to provide system availability, stability and data integrity. The Contractor shall provide O&M support, as well as any Development and Functional/Configuration Application Management support assisting with O&M, in alignment with SAP Center of Excellence (COE) framework; including: General Project Management, Service Transition Management, MIDAS Service Operations Management, Technical Support, Application Development, and Requirements and Functional Support for the operations and maintenance of the MIDAS Solution. The Contractor shall provide development and production support, in accordance with the work developed for the MIDAS Solution's: Farm Records Release and Business Partner Release. Any development and/or production support for the Acreage Reporting/Inventory Reporting (AR/IR) Release, the Historical Changes and Analytics Release, and the Customer Self Service Release, was discontinued on June 27, 2014 (see **Attachment 08**, the MIDAS Release Plan, for definitions of each release). While the technical components of the solution continually evolve, O&M is currently comprised of support to ArcGIS, and the following SAP and SAP Partner software components and modules: Remedy, ECC, CRM, SAP Constituent Services for Public Sector, MDM, PI, BI/BW, Portal, BOBJ, Data Services, Solution Manager, ARIS, HP Quality Center, HP Quick Test Professional, SAP Test Acceleration and Optimization, SAP Productivity Pack (uPerform) and its supporting hardware appliances.

The Government TPOCs will be responsible for clearly defining the roles and responsibilities between the Contractor, FSA, the MIDAS Project Team, and ACFO. The Contractor shall work with FSA to resolve any confusion regarding the roles and responsibilities, and FSA must ultimately make the final decision. The Contractor shall align with SAP ASAP and RunSAP methodologies and best practices, and the Contractor shall adhere to FSA OCIO System Delivery Life-Cycle methodologies, regulations, and software engineering standards.

2.3 OBJECTIVE

The objective of this Task Order is to provide functional and technical expertise in support of the Farm Service Agency (FSA) MIDAS Solution in order to ensure system availability, stability and data integrity. The USDA FSA is in need of business and technical operations and maintenance support for the MIDAS solution. The MIDAS solution spans multiple FSA and USDA organizations, as well as multiple technical platforms and data centers. The effort is required to support ongoing business objectives in sustaining and improving the solution services to over 10,000 users and 2,200 offices across the United States and its territories. The MIDAS solution O&M support is required to sustain the MIDAS technical solutions, and also to drive efficiencies and cost reductions across the solution landscape.

2.4 TASKS

FSA OCIO Operations Team Tasks:

Task 1 – Project Management

Task 2 – Service Transition Management

Task 3 – MIDAS Service Operations Management

Task 4 – Technical Support

Task 5 – Application Development and Maintenance

Task 6 – Requirements and Functional Support

2.4.1 TASK 1 – PROJECT MANAGEMENT

The contractor shall provide Project Management Support. This includes the management and oversight of all activities performed by contractor personnel to satisfy the requirements identified in this task order. The contractor shall effectively and efficiently manage schedule and performance utilizing integrated project management processes across all aspects of the subtasks and activities.

2.4.1.1 SUBTASK 1 – TASK ORDER PROJECT MANAGEMENT

The Contractor shall be responsible for project management support including: documentation (i.e. project schedules, O&M plans), O&M metrics, meeting coordination, briefing materials, meeting minutes and action items. The Contractor shall provide USDA and FSA project team

SECTION 2 – DESCRIPTION / SPECIFICATIONS / STATEMENT OF WORK

Functional, Technical and Security meeting coordination, briefing materials, minutes and action items. In addition the contractor shall:

1. Provide Project Management and oversight;
2. Prepare monthly status reports – document the status of the Contractor effort towards achieving task order objectives; identify the planned activities for the following month;
3. Provide progress reports weekly including description of accomplishments;
4. Provide USDA and FSA project team Functional, Technical and Security meeting coordination, briefing materials, minutes and action items;
5. Manage issues and risks;
6. Create and control project deliverables;
7. Adapt approved changes into the scope, plans, and project environment;
8. Assess performance to determine whether corrective or preventative actions are necessary and provide recommended solution to government for approval;
9. Comply with deliverable acceptance document requirements;
10. Project schedule shall be provided in MS Project 2007;
 - a. Bi-weekly MS Project updates provided for all deliverables documented in this work statement or otherwise identified by the COR
11. Provide monthly, and as requested, Staffing Plan updates;
 - a. Baseline plan provided with accepted task order proposal
 - b. Resource load by task / sub-task with allowance for knowledge transfer activities identified
 - c. Provide explanation for changes from plan
12. Coordinate O&M with the MIDAS Development schedules and activities;
13. Prepare ad-hoc briefings and executive memos;
14. Prepare emergency and non-emergency Information Bulletins;
15. Assist in the development of and apply O&M metrics;
16. Complete trend analyses;
17. Conduct root cause analyses;

18. Manage knowledge transfer activities, including coordination of those activities;
19. Provide travel authorization requests and trip reports, as applicable for each trip planned / taken.

2.4.1.2 SUBTASK 2 – COORDINATE A PROJECT KICK-OFF MEETING

The Contractor shall participate in a Task Order Kickoff meeting within 10 business days of TO award. Participants of this kickoff meeting will be in both Washington D.C. and Kansas City, Missouri via teleconference or video-conference, which will be organized by the Contractor at the Contractor's facility in WDC and at the Government facility in KC. The purpose of the kickoff meeting is to achieve a common understanding of the project's objectives and to clarify the various participants' roles. The meeting will provide an introduction between the contractor personnel and Government personnel who will be involved with the TO. The meeting will provide the opportunity to discuss technical, management, and security issues, and travel authorization and reporting procedures. At a minimum, the attendees shall include Key contractor Personnel, the FEDSIM COR and other relevant Government personnel. The contractor shall record and deliver meeting minutes within 5 business days of the kick off meeting (Deliverable 6).

2.4.1.3 SUBTASK 3 – TRANSITION-OUT

The Transition-Out Plan shall facilitate the accomplishment of a seamless transition from the incumbent to Government personnel at the expiration of the TO. The contractor shall provide a Transition-Out Plan NLT 90 calendar days prior to expiration of the TO. The contractor shall identify how it will coordinate with the Government personnel to transfer knowledge regarding the following:

1. Project management processes;
2. Points of contact;
3. Location of technical and project management documentation;
4. Status of ongoing technical initiatives;
5. Appropriate contractor to Government coordination to ensure a seamless transition;
6. Transition of Key Personnel knowledge;
7. Schedules and milestones; and
8. Actions required of the Government.

The contractor shall also establish and maintain effective communication with the Government personnel for the period of the transition via weekly status meetings.

2.4.2 TASK 2 – SERVICE TRANSITION MANAGEMENT

The Contractor shall be responsible for performing configuration and change management, quality assurance and release/deployment activities utilizing standardized methods and procedures to provide efficient and prompt handling of all defects and changes, in order to minimize the impact of change to FSA. Configuration management activities include managing and keeping artifacts up to date and the activities defined below. Change management covers all aspects of managing defects and changes. Introduction and implementation of all changes shall be managed via FSA processes, tools, and methodologies designed and utilized to support FSA OCIO services. The Contractor shall coordinate development, testing and deployment of such changes with NITC, NFC, Web Farm, GIS, MIDAS Project Team (including the MIDAS BMO and ePMO), and other teams impacted by a change.

These activities include:

- Transition from existing Hyper Care to provide operations and maintenance support for the MIDAS solution releases in production;
- Assist the Government in developing Service Transition Management standards and procedures; and
- Knowledge transfer activities, including: MIDAS SME Overview Sessions, Technical Object Reviews, Shadowing, and Reverse Shadowing in accordance with the MIDAS Knowledge Transfer Plan, which is provided by the Government.

Additional activities include:

2.4.2.1 SUBTASK 1 – CONFIGURATION MANAGEMENT

The Contractor shall:

- Update and maintain existing configuration management processes, procedures and work instructions.
- Assist the Government with Configuration Management standards and procedures.
- Plan and provide impact analyses to changes within the MIDAS Solution and external dependencies (WebFarm, GIS, USDA OCFO).
- Maintain and update documentation (i.e. functional and technical documents and other contractual artifacts), hardware and software configuration management.

SECTION 2 – DESCRIPTION / SPECIFICATIONS / STATEMENT OF WORK

- Support impact analysis of changes:
 - Software version upgrades
 - Support pack planning and implementation
 - SAP note implementation
- Coordinate and manage hardware and software changes across FSA OCIO, NITC, NFC, USDA OCFO and ITS.
- Proactively maintain business continuity.

2.4.2.2 SUBTASK 2 – CHANGE MANAGEMENT

The Contractor shall:

- Update and maintain existing change management processes, procedures and work instructions.
- Assist the Government with Change Management standards and procedures, which must align with and support FSA OCIO and USDA OCFO change management governance.
- Initiate change, provide impact analysis and risk assessment.
- Support end-to-end change management for defects and new changes.
- Support change management across all platforms, not just SAP.
- Identify, document, validate, submit, develop, and implement changes (for minor releases, enhancements, and defect resolution) per the MIDAS Change Management Process.
- Assist the Government in establishing change management metrics.

2.4.2.3 SUBTASK 3 – QUALITY ASSURANCE

The Contractor shall:

- Update and maintain existing change management processes, procedures and work instructions.
- Provide expert assistance to the Government in establishing Quality Assurance (QA) standards and procedures.
- Align with and support FSA OCIO, MIDAS and USDA OCFO quality assurance management.

SECTION 2 – DESCRIPTION / SPECIFICATIONS / STATEMENT OF WORK

- Coordinate and facilitate O&M functional and technical testing support with the responsible organizations.
- Partner and coordinate with USDA OCFO Release/Deployment Manager for changes implemented into QA and production.
- Partner and coordinate with FSA OCIO WebFarm Release/Deployment Manager for changes implemented into QA and production.

2.4.2.4 SUBTASK 4 – RELEASE / DEPLOYMENT SUPPORT

Release and Deployment Support includes the following: break-fix, enhancements, minor releases; the rolling-out of a defect fix for a reported incident, defect, or minor release of functionality. A separate contract is responsible for the support of major releases. Major releases are planned, while minor release support is ad hoc. Support of major releases is not required under this task order, only the support of minor releases.

The Contractor shall:

- Update and maintain existing release/deployment management processes, procedures and work instructions.
- Provide expert assistance to the Government in establishing standards and procedures for release and deployment management.
- Establish and maintain change deployment schedule.
- Establish the list of changes to be migrated to production for each scheduled deployment and maintains deployment plans.
- Ensure SAP production system availability and continuity.
- Partner and coordinate with USDA ACFO-FS Release/Deployment Manager for changes implemented into QA and production.
- Partner and coordinate with FSA OCIO WebFarm Release/Deployment Manager for changes implemented into QA and production.

2.4.3 TASK 3 – MIDAS SERVICE OPERATIONS MANAGEMENT

The Contractor shall be responsible for MIDAS solution service desk, event management and availability management, and coordination with partner organizations to support and plan for end-to-end event management. Based upon ITIL® standards, event management includes monitoring, alert management, and the use of service desk tools to manage and measure the work. The Contractor shall provide and support a service operations service-desk at the

SECTION 2 – DESCRIPTION / SPECIFICATIONS / STATEMENT OF WORK

Contractor facility in Washington, DC; and shall provide support for Level 1, Level 2, and Level 3. The Contractor is not responsible for providing an FSA Call Center, which is the ITS Call Center or a “Level 0” Remedy ticket self-service.

2.4.3.1 SUBTASK 1 – INCIDENT MANAGEMENT AND SERVICE OPERATIONS HELP DESK

The Contractor shall use Customer Service and Incident Management Services to minimize adverse impacts to FSA’s business caused by unknown errors. These activities include:

- Assist the Government in establishing a customer service model that includes customer satisfaction metrics.
- Assist the Government in establishing service desk metrics.
- Document new or maintain existing incident and problem management processes, procedures and work instructions.
- Provide expert assistance to the Government in establishing standards and procedures for incident and problem management.
- Provide Level 1, 2, and 3 incident support, manage ticket queues and escalate as necessary.
- Document and maintain knowledge articles.
- Draft, update, maintain, and post “Hot News” and Information Bulletins.
- Identify and facilitate the resolution of: issues, defects, problems, and changes.
- Coordinate with partner contractors and organizations to ensure priorities are identified and work is planned, coordinated, and completed.
- Closely coordinate with MIDAS project teams.
- Knowledge transfer activities, including: MIDAS SME Overview Sessions, Technical Object Reviews, Shadowing, and Reverse Shadowing in accordance with the MIDAS Knowledge Transfer Plan.

2.4.3.2 SUBTASK 2 – PROBLEM MANAGEMENT

The Contractor shall provide reactive Problem Management Services by diagnosing and solving Problems in response to one or more Incidents that have been reported. Problem Management provides proactive identification and resolution to known errors before Incidents occur.

These activities include:

- Assist the Government with establishing trending reports.
- Document root cause analysis.
- Perform major Problem reviews with the appropriate parties.
- Provide Problem Management reporting.
- Knowledge transfer activities, including: MIDAS SME Overview Sessions, Technical Object Reviews, Shadowing, and Reverse Shadowing in accordance with the MIDAS Knowledge Transfer Plan.

2.4.4 TASK 4 – TECHNICAL SUPPORT

The Contractor shall provide the following support; the Contractor is not currently required to provide full-time GIS Production Support work:

2.4.4.1 SUBTASK 1 - SAP SECURITY SUPPORT

The Contractor shall be responsible for SAP Security Analysis. The contractor shall develop an overall approach, design solution, and process for security that is in alignment with FISMA and NIST. The Contractor shall: coordinate penetration tests (ASOC) and application scanning and address and/or resolve findings; focus on security from a process perspective; understand business security requirements, guide developer and support testers; prepare test plans and review test results to make sure tests were successful. The Contractor shall work in close coordination with FSA ISO to support security operations including troubleshooting and working through role provisioning issues.

Additional activities include:

- Maintain functional specifications design documents, role mapping and definitions, security and controls strategy.
- Maintain role administration.
- Complete defect research and resolution.
- Coordinate with MIDAS project team for role definition and maintenance.
- Review and assist the Government with establishing application security controls.
- Provide end-user and special user (i.e. Fire Fighter) logging, checking and auditing.
- Provide troubleshooting and problem resolution.

- Provide user license type maintenance.
- Maintain information on SAP licenses.
- Coordinate with partner organizations to assist in development of end-to-end security policies and procedures for the MIDAS solution.
- Knowledge transfer activities, including: MIDAS SME Overview Sessions, Technical Object Reviews, Shadowing, and Reverse Shadowing in accordance with the MIDAS Knowledge Transfer Plan.

2.4.4.2 SUBTASK 2 - BASIS ADMINISTRATION

The Contractor shall be responsible for the installation, integration, administration and support of the SAP applications for the MIDAS project and FSA OCIO Operations teams. The Contractor shall be responsible for the SAP Landscape system administration. The Basis Lead shall provide oversight for the integrated (both project and operations) basis team. The Basis Lead shall work in close coordination with the MIDAS project team's contractor technical lead.

Additional activities include:

- Coordinate with partner organizations to assist in the development of an end to end monitoring strategy.
- Perform SAP system monitoring.
- Provide system and batch input monitoring, proactive and reactive problem resolution.
- Create and maintain batch scheduling, standards, and run books across all SAP components.
- SAP Job scheduling and job scheduling maintenance.
- Partner and coordinate with the MQ middleware support teams.
- Provide SAP interface troubleshooting and problem resolution support.
- Participate in and meet the Disaster Recovery testing and SLAs, to the extent within the Contractor's control.
- Provide failover support.
- Provide SAP systems database backup and recovery.
- Support stress testing with the appropriate organizations.

SECTION 2 – DESCRIPTION / SPECIFICATIONS / STATEMENT OF WORK

- Perform SAP Landscape maintenance and maintenance schedule, including:
 - client and system copies
 - system creation
 - support package planning and implementation
 - SAP note planning and implementation
- Develop capacity planning strategy and plan.
- Import SAP transports.
- Gather data to support Service Level Agreement (SLA) metrics.
- Schedule and support SAP Going Live Checks.
- Vendor relation support (i.e. open service connections to SAP).
- Partner with WebFarm, GIS, USDA OCFO, NFC, NITC and ITS on troubleshooting and problem resolution support.
- SAP DB, management, administration, backup and restore.
- SAP Application and Database performance tuning.
- Knowledge transfer activities, including: MIDAS SME Overview Sessions, Technical Object Reviews, Shadowing, and Reverse Shadowing in accordance with the MIDAS Knowledge Transfer Plan.

2.4.4.3 SUBTASK 3 - DATA MANAGEMENT AND BUSINESS INTELLIGENCE (BI) SUPPORT

The Contractor shall be responsible for data management and Business Intelligence (BI) reporting activities required to support defect resolution and minor enhancements or as otherwise related to MIDAS operations. The contractor shall be responsible for data quality and data migration activities according to best standard practices. See section 7.4 – Personnel Requirements for Data Management and Business Intelligence and the required personnel experience.

Activities include:

- Data Quality - Work to prevent and detect data inconsistencies as early as possible. Support MIDAS Program teams in data remediation and Data Cleansing efforts. Provide root cause analysis on defects. Develop new or modify existing validation rules. Profile the data against these new validation rules and recommend corrective action.

SECTION 2 – DESCRIPTION / SPECIFICATIONS / STATEMENT OF WORK

- Develop or enhance existing conversion and transformation routines. Set up, maintain and administer multiple database environments for development, training, testing and production. Develop, test, validate and implement conversion and transformation routines as part of defect resolution and minor enhancements.
- Execute Data Load Programs - Set up standard SAP data load programs and develop custom data load programs (as needed) and routines. Document data load results and remediate data load issues. Support data load requirements in development, training, testing and production.
- Run Data Reconciliation Reports, Data Migration Reconciliation Program and Procedures.
- Run ad hoc queries per business requirements.
- Knowledge transfer, training and reporting activities - Provide ongoing training and knowledge support to Project Partners. Set up regularly scheduled refresher training, deployment of new content products or content product updates, roll-out of other educational products, and scheduling of routine diagnosis of new training needs. Work with NFC, IPUSO and SAP Basis to coordinate data quality and data management activities.

2.4.5 TASK 5 - APPLICATION DEVELOPMENT AND MAINTENANCE

The Contractor shall work with the FSA Application Development team to provide development and production support in order to: diagnose and resolve incidents, and resolve defects and minor enhancements. The Contractor shall be responsible primarily for SAP and GIS solution activities.

Work Definitions are individual USDA forms with more specific details of the Application Development work to be performed within the activities listed below; they are also more broadly known as Technical Direction Letters (TDLs), however USDA refers to these internally as Work Definition Forms (WDF). The Government estimates approximately 25 Work Definition Forms to be specified annually. The Work Definition Form will define the specific work authorized within the scope of this task, they will define the required outputs or deliverables (Section 5.3), and each will be approved by the Government. The process for approving the Work Definition Form will include: the Government TPOC initiating the WDF, the Government COR verifying that the WDF conforms with all TO and BPA requirements (e.g. scope, service delivery requirements, terms and conditions, and pricing), and then coordinating with the Contractor PM. Final approval of a WDF must always include both the Government TPOC and Government COR's approval.

See Section 9, **Attachment 03** for a sample Work Definition Form (WDF). Activities include:

SECTION 2 – DESCRIPTION / SPECIFICATIONS / STATEMENT OF WORK

- Support priority enhancements and defect resolution of the MIDAS SAP and GIS components and services in compliance with FSA SDLC and MIDAS ASAP.
- Provide triage support for all application development issues; and assist in SAP and GIS development activities by providing subject matter expertise on how the solution was designed, developed, and implemented in order to troubleshoot incidents, problems and defects.
- Support Development Objects Naming Standards documentation.
- Develop BRICEFW objects including:
 - Business Rules Development
 - Report Development
 - Interface Development
 - Enhancements Development
 - Forms Development
 - Workflow Development
- Create technical specifications documents.
- Create unit and string test documentation for BRICEFW objects.
- Conduct code reviews including completion of code review checklists.
- Support mock cutover and release activities.
- Implement corrections to BRICEFW objects based on result of testing efforts (unit, string, integration, regression, user acceptance, and system performance).
- Provide expert recommendations for application development standards and procedures.
- The contractor shall ensure Section 508 requirements are included in any external facing capability in any development work performed. All solutions shall comply with Section 508 requirements unless specifically identified and then accepted by the MIDAS Director in writing. Development performed under this task order shall not prevent or exacerbate Section 508 compliance of the MIDAS solution.
- Assist in the identification of non-compliance issues, as well as monitoring and planning for compliance with Section 508 requirements.
- Knowledge transfer activities, including: MIDAS SME Overview Sessions, Technical Object Reviews, Shadowing, and Reverse Shadowing in accordance with the MIDAS Knowledge Transfer Plan.

2.4.6 TASK 6 – REQUIREMENTS AND FUNCTIONAL SUPPORT

SECTION 2 – DESCRIPTION / SPECIFICATIONS / STATEMENT OF WORK

The Contractor shall be responsible for coordinating between the MIDAS project team, delivery team and supporting organizations for support (including any Development and Functional/ Configuration Application Management support assisting with MIDAS Operations). These activities include:

- Level 1, Level 2, and Level 3 support to research, analyze and resolve incidents and problems.
- Aid in the triage of all functional issues for and assist in SAP configuration and SAP development activities
- Provide lead functional support for MIDAS GIS Solution support.
- Update documentation (Functional Specific Documents (FSD), Technical Specification Documents (TSD), etc.) based on changes made to the MIDAS solution
- Analyze and develop functional requirements.
- Support SAP and SAP Partnered tools functionality.
- Support system component testing.
- Support WebFarm, GIS and USDA OCFO interfaces and monitoring incident resolution.
- Maintain training materials and Business Process Procedures (BPP).
- Knowledge transfer activities, including: MIDAS SME Overview Sessions, Technical Object Reviews, Shadowing, and Reverse Shadowing in accordance with the MIDAS Knowledge Transfer Plan.

SECTION 3 - PACKAGING AND MARKING

The Packaging and Marking section of the Contractor's Application Transformation and Modernization (ATM), Blanket Purchase Agreement written under the Contractor's Basic GSA Schedule Contract is hereby incorporated by reference with respect to the Packaging and Marking section of this TO.

SECTION 4 - INSPECTION AND ACCEPTANCE

The Inspection and Acceptance section of the Contractor's Application Transformation and Modernization (ATM), Blanket Purchase Agreement written under the Contractor's Basic GSA Schedule Contract is hereby incorporated by reference with respect to the Inspection and Acceptance section of this TO.

4.1 PLACE OF INSPECTION AND ACCEPTANCE

Any deliverable submitted under this contract shall be submitted to the COR and FSA TPOC for review and acceptance by the Government.

All final deliverables submitted under this task order shall include a Deliverable Acceptance Form (see Section 9, **Attachment 5**), with the exception of the: the weekly status report, weekly progress report, and monthly status report. The form shall be submitted to the COR and TPOC along with the final deliverable for review into the Government designated tool (i.e. SharePoint Deliverables Log). The Government may also request a courtesy submission via email. The Government must review the final deliverable within ten (10) working days after receipt of the final deliverable for inspection and acceptance or rejection. If the Government does not provide the Contractor with feedback after the ten (10) working days, the final deliverable is to be considered "accepted".

4.2 SCOPE OF INSPECTION

FSA and GSA COR comments shall consist of review for completeness and accuracy in compliance with FSA OCIO or other Government standards (NIST, FISMA) and be delivered within five working days to the Contracting Officer Representative (COR). The Government shall provide comments within five business days of each review, unless an alternate time frame is negotiated, for any draft deliverables. A formal acceptance and/or Government comments will be prepared by the COR to the contractor's Project Manager and the GSA Contracting Officer (if necessary).

4.3 WRITTEN ACCEPTANCE/REJECTION BY THE GOVERNMENT

Acceptance of the deliverables will be in response to the updates resulting from Government comments. See Section 4.1 regarding final deliverable acceptance.

Deliverable dates, if required, may be modified during term of the task order based upon the changing requirements, priorities for the work, or in accordance with a mutually agreed to schedule between the Government TPOC and Contractor PM. The Contractor shall not change dates for deliverables without receiving the concurrence from the Government TPOC and Government COR.

4.4 NON-CONFORMING PRODUCTS OR SERVICES

If a deliverable is unacceptable, the COR will provide written comments specifying the deficiencies to the Contractor's Project Manager and the GSA Contracting Officer. The

SECTION 4 - INSPECTION AND ACCEPTANCE

Contractor shall correct the deficiencies and provide another deliverable for review within five business days.

4.5 BPA PERFORMANCE MEASURES AND STANDARDS

The Contractor shall not release any partial or completed deliverables outside of FSA OCIO without the express written approval from FSA OCIO and the GSA COR.

SECTION 5 - DELIVERABLES OR PERFORMANCE

The Deliverables or Performance section of the Contractor's Application Transformation and Modernization (ATM), Blanket Purchase Agreement written under the Contractor's Basic GSA Schedule Contract is hereby incorporated by reference with respect to the Deliverables or Performance section of this TO.

5.1 PERIOD OF PERFORMANCE

The period of performance (POP) is a 6 month Base Period, with two optional periods. Option period 1 is 6 months; and Option period 2 is 12 months; for a total POP of 24 months. All key personnel shall be available to start work immediately upon TO award. The period of performance includes time for staff to come on board and begin work.

Base Period: September 30, 2013 to March 29, 2014

Option Period 1: March 30, 2014 to September 29, 2014

Option Period 2: September 30, 2014 to September 29, 2015

5.2 PLACE OF PERFORMANCE

The place of performance is Washington, D.C. (WDC) and Kansas City, Missouri (KC). Basis, Security and Development resources shall be located in Kansas City, Missouri. The Contractor shall establish the Project Management Office in Contractor facilities within 3 miles of the FSA facility at 1400 Independence Ave., NW, Washington DC. The Program Management team also needs to establish a strong presence in Kansas City, Missouri. Work performed in Kansas City shall be performed at the USDA Beacon Facility at 6501 Beacon Drive. Twelve cubicles have been identified for use on this contract. The Government will provide 21 cubicles for the Contractor to complete work under this Task Order at the USDA South Building in WDC.

5.3 TASK ORDER SCHEDULE AND MILESTONE DATES

The following schedule of milestones will be used by the FEDSIM COR to monitor timely progress under this TO. The following abbreviations are used in this schedule:

- NLT: No Later Than
- TOA: Task Order Award
- All references to Days: Government Workdays (unless noted as calendar days)

Deliverables are due the next Government workday if the due date falls on a holiday or weekend. The contractor shall deliver the deliverables listed in the following table:

#	MILESTONE DELIVERABLE	DESCRIPTION	SOW Ref.	PLANNED COMPLETION DATE
1	Project Start (PS)	Project Start Date		At TOA
2	Kick-Off Meeting	Initial TO Coordination Meeting for TO	2.4.1.2	NLT Friday Nov.01, 2013

SECTION 5 - DELIVERABLES OR PERFORMANCE

#	MILESTONE DELIVERABLE	DESCRIPTION	SOW Ref.	PLANNED COMPLETION DATE
3	Monthly Status Reports	Documents the status of the Contractor's efforts towards objectives	2.4.1.1	Monthly by the 7th workday of the following month
4	Monthly Staffing / Burn Plan Updates	Provides the Burn Plan (baseline, planned and actual hours/cost) at the task order level, rather than task and subtask, for the active period of performance.	2.4.1.1	10th calendar day of each month (First Delivery on Tuesday 11/12/13 reporting October activity)
5	Weekly Progress Reports	Documents accomplishments	2.4.1.1	Weekly by COB on Tuesday of the following week
6	Kick Off Meeting Minutes	Meeting minutes including at a minimum attendees, discussion and action items	2.4.1.2	Within 5 business days of the kick off meeting
7	Monthly Service Delivery Summary (SDS) Report	Reports on all SDS Performance Requirements; provides a monthly summary of all measured quality levels; lists each violation incident; and summarizes corrective actions and any questions/concerns.	5.8	Monthly by the 7th workday of the following month
8	Production Hardware Sizing Build Sheets	Documents hardware configuration requirements for new and existing SAP landscapes	2.4.4.2	As needed in accordance with mutually agreed to schedule
9	Non-Production Logical and Physical Architecture	Update existing or develop new design documentation for new MIDAS project technical requirements.	2.4.4.2	As needed in accordance with mutually agreed to schedule
10	Production Logical Architecture	Update existing or develop documentation for new MIDAS project technical requirements.	2.4.4.2	As needed in accordance with mutually agreed to schedule
11	Transport Strategy and Approach	Documents transport strategy, approach across MIDAS project team, FSA OCIO and USDA OCFO.	2.4.4.2	Update as needed in accordance with mutually agreed to schedule
12	Backup and Restore Design Approach	Documents SAP backup and restore approach. This includes approach to test the plan.	2.4.4.2	Update as needed in accordance with mutually agreed to schedule
13	Infrastructure Management Procedures (including SLD, Monitoring, Etc.)	Documents SAP System Landscape Directory and strategy. This includes end-to-end SAP monitoring.	2.4.4.2	Update as needed in accordance with mutually agreed to schedule

SECTION 5 - DELIVERABLES OR PERFORMANCE

#	MILESTONE DELIVERABLE	DESCRIPTION	SOW Ref.	PLANNED COMPLETION DATE
14	Backup and Restore Procedures	Documents procedures to backup and restore SAP systems and SAP databases.	2.4.4.2	Update as needed in accordance with mutually agreed to schedule
15	MIDAS Solution Monitoring Strategy	Documents comprehensive monitoring plan to monitoring interfaces and systems across SAP, WebFarms, GIS and USDA OCFO, NFC and NITC.	2.4.4.2	Update as needed in accordance with mutually agreed to schedule
16	SAP Monitoring Procedures	Documents end-to-end monitoring procedures. This includes interfaces, error and exception handling.	2.4.4.2	Update as needed in accordance with mutually agreed to schedule
17	Production Application Security Strategy	Documents production application security strategy.	2.4.4.1	Update as needed in accordance with mutually agreed to schedule
18	Production Application Security Architecture	Documents production application security architecture.	2.4.4.1	Update as needed in accordance with mutually agreed to schedule
19	Production Application Security Test Approach	Documents approach to testing role changes in production and how to coordinate testing across the MIDAS project and USDA OCFO.	2.4.4.1	Update as needed in accordance with mutually agreed to schedule
20	Identity and Access Management Test Cases	Documents security test scripts for production changes.	2.4.4.1	As needed in accordance with mutually agreed to schedule
21	Batch Run Book	Documented details around batch job scheduling (i.e. naming standards, routines, schedules, etc).	2.4.4.2	As needed in accordance with mutually agreed to schedule
22	Capacity Planning Strategy	Defines capacity strategy to support growth and future deployments.	2.4.4.2	Update as needed in accordance with mutually agreed to schedule
23	High-Availability Procedures and Test Strategy	Documents procedures and strategy how to maintain and coordinate high-availability.	2.4.4.2	Update as needed in accordance with mutually agreed to schedule
24	Weekly performance status reports	Documents the status of the Contractor effort towards achieving task order objectives	2.4.1.1	Weekly by Monday* noon for prior week
26	Production Quality Assurance Plan	Defines plan to test production fixes with MIDAS project, USDA OCFO, WebFarm and GIS.	2.4.4.3	Update as needed in accordance with mutually agreed to schedule

SECTION 5 - DELIVERABLES OR PERFORMANCE

#	MILESTONE DELIVERABLE	DESCRIPTION	SOW Ref.	PLANNED COMPLETION DATE
27	Production Release/Deployment Plan	Documents plan to coordinate releases across USDA OCFO, WebFarm and GIS to maintain system availability and stability.	2.4.4.3	Update as needed in accordance with mutually agreed to schedule
28	Test Cases and Test Results	Documents unit and string test planning and results of that testing for production changes.	2.4.4.3	As needed in accordance with mutually agreed to schedule
29	Design and updates to functional and technical specifications	Documents designs for changes to FSD's and TSD's	2.4.3	As needed in accordance with mutually agreed to schedule
30	Redacted Copy of TO (initial award and all modifications)	Provides a contract document to be shared in the event a FOIA request is granted.	5.5	Initial Award NLT Friday Nov.01, 2013; all other Modifications due within 10 workdays of award.

5.4 PLACE(S) OF DELIVERY

Originals of all deliverables and correspondence shall be delivered via email to the GSA COR identified in *Contract Administration Data*.

Copies of all deliverables shall also be delivered via email to the USDA TPOC identified in *Contract Administration Data*.

SECTION 5 - DELIVERABLES OR PERFORMANCE

5.5 PUBLIC-RELEASE OF CONTRACT DOCUMENTS REQUIREMENT

The contractor agrees to submit, within ten workdays from the date of the CO's execution of the initial TO, or any modification to the TO (exclusive of Saturdays, Sundays, and Federal holidays), a portable document format (PDF) file of the fully executed document with all proposed necessary redactions, including redactions of any trade secrets or any commercial or financial information that it believes to be privileged or confidential business information, for the purpose of public disclosure at the sole discretion of GSA. The contractor agrees to provide a detailed written statement specifying the basis for each of its proposed redactions, including the applicable exemption under the Freedom of Information Act (FOIA), 5 U.S.C. § 552, and, in the case of FOIA Exemption 4, 5 U.S.C. § 552(b)(4), shall demonstrate why the information is considered to be a trade secret or commercial or financial information that is privileged or confidential. Information provided by the contractor in response to the contract requirement may itself be subject to disclosure under the FOIA. Submission of the proposed redactions constitutes concurrence of release under FOIA.

GSA will carefully consider all of the contractor's proposed redactions and associated grounds for nondisclosure prior to making a final determination as to what information in such executed documents may be properly withheld.

5.6 DELIVERABLES MEDIA

The Contractor shall deliver electronic copies of written deliverables in MS Office Suite 2007 or higher. Deliverables shall be stored and managed in Government designated tools (e.g. USDA share-point).

5.7 PROBLEM NOTIFICATION REPORT

The contractor shall notify the FEDSIM COR and USDA TPOC via a *Problem Notification Report* (PNR) (See Section 9 - List of Attachments; **Attachment 2**) as soon as it becomes apparent to the contractor that a scheduled delivery will be late. The contractor shall include in the PNR the rationale for late delivery, the expected date for the delivery and the project impact of the late delivery. The FEDSIM COR and USDA TPOC will review the new schedule and provide guidance to the contractor. Such notification in no way limits any Government contractual rights or remedies.

5.8 TASK ORDER PERFORMANCE MEASURES AND STANDARDS

5.8.1 PERFORMANCE REQUIREMENTS SUMMARY

MIDAS OPERATIONS HOURS:

Basis On Call*	On Call support 24 hours, 7 Days a week
Service Desk	Monday through Friday 7AM to 7PM ET(excluding holidays)

* The Contractor will be alerted to via one or more of the following possible methods, including but not limited to: automated Computing Center Management System (CCMS) email messages, team cell phone calls, email, or direct phone calls.

MIDAS INCIDENT / DEFECT SEVERITY LEVELS*

For the purpose of this work statement, the following severity levels are identified. These are subject to change if MIDAS severity level definitions change. The footnotes below refer to numbered "Definition Clarifications" described in the following section.

Severity Level 1: CRITICAL

- The incident or defect is critical enough to crash the system, cause file corruption, impact system availability, or result in potential data loss.
- The incident or defect causes an abnormal return to the operating system, i.e., either a crash occurs or a system failure message is generated.
- The incident or defect causes a program to hang, requiring that the system be re-booted.
- The incident or defect results in a lack of vital program functionality¹ for which there is no work-around.

Severity Level 2: MAJOR

- Although it is unlikely the incident or defect will cripple the system, it does create severe problems, e.g., serious formatting errors, etc.
- The lack of functionality resulting from the incident or defect presents major inconvenience² to system users.
- A work-around exists for the problem, but implementation of that work-around is difficult for the end user to complete, complex, and/or inconvenient³.

Severity Level 3: AVERAGE

- While serious in nature, the incident or defect is less severe than a major problem.
- A simple work-around⁴ for the problem exists.

Severity Level 4: MINOR

- The incident or defect is primarily a cosmetic issue.

Severity Level 5: ENHANCEMENT

- The incident or defect is actually a suggestion for improving the application.

MIDAS INCIDENT / DEFECT SEVERITY LEVELS: DEFINITION CLARIFICATIONS

1. “A lack of vital program functionality” – the inability for the user to complete tasks necessary to perform their primary job descriptions, and/or must revert to previous processes to complete tasks.
2. ”Major inconvenience to system users” – a disruption requiring additional changes to paperwork, additional steps in the process, or temporarily requires changes to the process users were trained on.
3. “Difficult, complex, and/or inconvenient” - lengthy time, steps, and high complexity; or any work-around that requires steps by additional users to complete the work.
4. “A simple work-around”: a work-around that is easily understandable and feasible for the end user to complete on their own without further steps required from other users.

5.8.2 MIDAS OPERATIONS LEVEL AGREEMENT (OLA)

The service desk response and resolution goals are as listed below. “OLA Target” refers to the percentage of incidents resolved within the resolution target. The clock for the first response and resolution starts with the receipt of the incident report. Time is measured in standard business hours, excluding non-business days, except where identified as outside standard business hours.

Incident Severity	First Response	Update Frequency	Resolution¹	OLA Target
1 *	2	Every 2	8	95%
1 **	4	Every 2	8	90%
2	2	Every 4	20	95%
3	2	Every 8	40	95%
4	2	Every 16	160	95%

* During standard business hours

** Outside standard business hours

¹ Per OCIO Standards

- **First Response:** acknowledging receipt of the incident per responding to the incident (e.g. via email or telephone) report to the FSA designee.
- **Update:** when the status of business impact analysis, and the target(s) for when the incident will be resolved are provided to the FSA designee.
- **Resolution:** resolving the incident; or if the incident requires a unique and lengthy plan of resolution, then developing and receiving approval of the plan to resolve the incident.

SECTION 5 - DELIVERABLES OR PERFORMANCE

SERVICE DELIVERY SUMMARY (SDS): (SEE ATTACHMENT 4)

- The Service Delivery Summary (SDS) is a USDA surveillance method or tool used to evaluate the Contractor's performance.
- The Contractor shall create the report for the monthly SDS reporting (Deliverable 07).
- The Contractor shall report on the Monthly SDS report any specific incidents within a Performance Requirement that cannot be applied or measured due to the Contractor not having total control over the Performance Objective; or when the Contractor is dependent upon 3rd party delivery.
- Throughout the Base Period of this Task Order (i.e. the first six months), the Contractor shall report on all of the Performance Requirements, with no incentive or disincentive tied to any single performance objective.
- During the Base Period, Option Period 1, and Option Period 2: both the Government and the Contractor will work towards common definitions for each Performance Requirement, and will communicate to provide feedback to the Contracting Officer's Representative (COR) and to the USDA Technical Point of Contact (TPOC) regarding which metrics are reasonable and effective, which are not, and how to better measure specific performance objectives (e.g. making the performance requirements more clear, definitive, and objective).
- Performance Requirements that cannot be applied or measured due to the Contractor not having total control over the Performance Objective will be defined throughout the Base Period, and Option Period 1.
- The GSA COR, along with the USDA FSA TPOC(s), will be responsible for the collaborative oversight of the SDS Surveillance Methods.
- Thirty calendar days prior to the expiration of the Base Period, as well as 30 days prior to the expiration of Option Period 1: the Government will reevaluate the effectiveness of each Performance Requirement, and revise any language or metrics in accordance with the results and determinations from the task order period being evaluated. The Government and the Contractor will negotiate appropriate disincentives for the revised SDS Performance Requirements in order to be applied for any future optional period(s) should the Government choose to exercise future options of this task order.

SECTION 6 - CONTRACT ADMINISTRATION DATA

The Contract Administration Data section of the Contractor's Application Transformation and Modernization (ATM), Blanket Purchase Agreement written under the Contractor's Basic GSA Schedule Contract is hereby incorporated by reference for the Contract Administration Data section of this TO.

6.1.1 CONTRACT ADMINISTRATION

Contracting Officer:

Victor Angkico
GSA FAS AAS FEDSIM
3rd Floor, Wing 1
1800 F St., NW
Washington, DC 20405
Telephone: (703) 226-9179
Email: victor.angkico@gsa.gov

Contracting Officer's Representative:

Jim Stensland
GSA FAS AAS FEDSIM
3rd Floor, Wing 1
1800 F St., NW
Washington, DC 20405
Office: 703-603-8341
Mobile: 703-589-2587
Email: james.stensland@gsa.gov

Technical Point of Contact:

Tacy Summersett
USDA Farm Service Agency
1400 Independence Ave., SW
Washington, DC 20250
Telephone: 202-684-5415
Email: tacy.summersett@wdc.usda.gov

6.2 INVOICE SUBMISSION

The contractor shall submit Requests for Payments in accordance with the format contained in General Services Administration Acquisition Manual (GSAM) 552.232-25, PROMPT PAYMENT (NOV 2009), to be considered proper for payment. In addition, the following data elements shall be included on each invoice.

Task Order Number: *(from GSA Form 300, Block 2)*
Paying Number: *(ACT/DAC NO.) (From GSA Form 300, Block 4)*
FEDSIM Project Number: **13033AGM**
Project Title: **Task Order 4 – MIDAS Operations**

SECTION 7 - SPECIAL CONTRACT REQUIREMENTS

The Special Contract Requirements section of the Contractor's Application Transformation and Modernization (ATM), Blanket Purchase Agreement written under the Contractor's Basic GSA Schedule Contract is hereby incorporated by reference for the Special Contract Requirements section of this TO.

7.1 POST AWARD CONFERENCE

See section 2.4.1.2 'Coordinate a Project Kick-Off Meeting'.

7.2 GOVERNMENT-FURNISHED PROPERTY (GFP) AND/OR EQUIPMENT (GFE)

The Government will provide the appropriate software licenses as GFP, and the appropriate number of USDA-issued laptops as GFE (see Section 7.5).

7.2.1 GOVERNMENT-FURNISHED SPACE

The Government will provide, at a minimum, twelve cubicles for work performed on this task order at the USDA Beacon Facility at 6501 Beacon Drive in Kansas City. The Government will provide 21 cubicles for the Contractor to complete work under this Task Order at the USDA South Building in WDC.

7.2.2 FACILITY ACCESS

Facility access instructions for the work to be performed at the Government facilities in Kansas City, USDA Beacon Facility at 6501 Beacon Drive, and in Washington DC, at 1400 Independence Ave., SW are listed below:

FSA has specific agency security requirements that must be followed to obtain access and obtain a Building Pass. The Contractor shall ensure that:

- Each Contractor and subcontractor employee has been issued either a temporary or permanent badge from the Government. Temporary or visitor badges will be provided for persons who are identified as having an infrequent or temporary legitimate business need for access to the site. The badge shall serve to authorize the wearer to enter and leave the security area. The badge must be worn so as to be clearly visible at all time when on the work site. The badge will be retained by the individual as long as they require continued admittance to the site.
- Each Contractor employee shall be subject to Federal laws applicable to Government installations, e.g., a ticket issued by the Federal Protective Officers and possible tow-away of vehicle.
- When the Government directs, the Contractor shall restrict the employment under the contract or remove from performance on the contract any person who is identified as a potential threat to the health, safety, security, general well being, or operational mission of the USDA and its population.

7.3 KEY PERSONNEL

All key personnel shall be available to start work immediately upon task order award.

The following are the recommended personnel who shall be designated as “Key,” and the location where the Government would need each position located. The Government does not intend to dictate the composition of the ideal team to perform this TO. Therefore, the Government encourages and will evaluate Key Personnel as proposed by the offeror.

1. Program Manager (PM): Washington, D.C.
2. Basis Lead: Washington, D.C.

Key Personnel shall demonstrate that they fully meet the skill and relevant experience identified within Section 9 - List of Attachments’ **Attachment 7**, Labor Category Descriptions. The Government desires that Key Personnel be assigned for the duration of the TO. Key Personnel may be replaced or removed subject to Section 7.3.1 - Key Personnel Substitution.

7.3.1 KEY PERSONNEL SUBSTITUTION

The contractor shall not replace any personnel designated as Key Personnel without the written concurrence of the CO. Prior to utilizing other than personnel specified in the proposal in response to a TOR, the contractor shall notify the Government CO and the COR of the existing TO. This notification shall be no later than 30 calendar days in advance of any proposed substitution and shall include justification (including resume(s) and labor category of proposed substitution(s)) in sufficient detail to permit evaluation of the impact on TO performance. Substitute personnel qualifications shall be equal to, or greater than, those of the personnel who is being substituted. If the Government CO and the COR determine that a proposed substitute personnel is unacceptable, or that the reduction of effort would be so substantial as to impair the successful performance of the work under the TO, the contractor may be subject to default action.

7.4 NON-KEY PERSONNEL

7.4.1 PERSONNEL REQUIREMENTS IN SUPPORT OF DATA MANAGEMENT AND BUSINESS INTELLIGENCE (BI)

The Contractor personnel responsible for data management and Business Intelligence (BI) reporting activities must be experienced in SAP Business Objects Data Services and have a thorough understanding of relationships between CRM, MDM and ECC. Contractor personnel also must have experience with Solution Manager and HPQC.

SECTION 7 - SPECIAL CONTRACT REQUIREMENTS

7.5 ON-BOARDING/OFF-BOARDING PERSONNEL AND SECURITY REQUIREMENTS

The Contractor's personnel shall not be authorized to bill to the Contract prior to the completion of the National Agency Check and Inquiries (NACI) requirements, for which the Contractor is responsible. Limited exceptions may be permissible for the Contractor to begin billing for a resource prior to completion of the NACI requirement. For non-routine, incident-driven, short-term work on the program, an escort is required if physical access within a government facility is required and no computer access will be provided. Clearance by FSA Emergency Preparedness Division (EPD) in these cases is not required. After three days of concurrent sign-in through building security, coordination between the FEDSIM COR or FSA TPOC and FSA EPD is required for continued physical access. Justification for use of the resource and approval by the FEDSIM COR and FSA TPOC is required prior to use resulting in a charge to the contract.

Typically within 48 hours after receipt of fingerprints, FSA EPD will provide pre-favorable clearance to work. There are circumstances that will delay this but FSA EPD will work with the COR and the contractor to mitigate any delays. For individuals with existing NACI or better background investigations, with no break in service in the previous 24 months, a repeat of fingerprints is not required. A resume to show the service will be required. A particular clearance does not indicate the actual investigation done and not all of them will meet the minimum bar.

The Contractor shall submit all other FSA-required on-boarding paperwork in accordance with the MIDAS on-boarding process, and within 48 hours of the first day a resource bills to the government. Additionally, the contractor shall complete any on-boarding step requiring their action within 2 business days (e.g. responding to any request for additional information and/or fingerprints). All resources requiring access to the USDA network must obtain USDA-provided equipment (e.g. laptops); exceptions may be approved by the FSA TPOC and FEDSIM COR. The Contractor shall contact and coordinate with the FSA MIDAS Business Management Office (BMO) in order for resources to attend the MIDAS orientation session within the initial week supporting the program (timing of attendance will be subject to the BMO orientation schedule). The Contractor shall report, with the weekly status report, any resources that do not have full access to the USDA network within two weeks of their start date.

Contractor personnel must be able to obtain a favorable suitability decision in accordance with 5 CFR part 731. The duties of this contract range from low risk to high risk positions and as such contractor personnel will be required to submit all required documentation necessary for the agency to provide a favorable preliminary decision on suitability. This decision is required prior to commencing work on the contract. Contractor personnel who do not receive a favorable preliminary suitability decision are not authorized to participate on the contract. Similarly, contractor personnel who receive an unfavorable suitability decision shall be immediately removed from the contract.

Contractor personnel must complete necessary requirements to obtain HSPD-12 credentials immediately upon beginning work on the contract. Failure to obtain HSPD-12 credentials is grounds for removal/suspension of contractor personnel from the contract.

SECTION 7 - SPECIAL CONTRACT REQUIREMENTS

All resources requiring access to MIDAS information must sign the most recently updated non-disclosure agreement (See Section 9 - List of Attachments, **Attachment 6**) regardless of whether user access to the USDA network has been granted. The Contractor shall provide FSA-required off-boarding paperwork within 48 hours of resource departure.

SECTION 8 - CONTRACT CLAUSES

The Contract Clauses section of the Contractor's Application Transformation and Modernization (ATM), Blanket Purchase Agreement written under the Contractor's Basic GSA Schedule Contract is hereby incorporated by reference for the Contract Clauses section of this TO.

8.1 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This TO incorporates one or more clauses by reference with the same force and effect as if they were given in full text. Upon request the CO will make their full text available. Also, the full text of a provision may be accessed electronically at: FAR website:
<https://www.acquisition.gov/far/>

Clause No	Clause Title	Date
52.217-8	Option to Extend Services	(NOV 1999) Fill-In Date: 7 days before task order expiration
52.217-9	Option to Extend the Term of the Contract	(SEP 2006) Fill-In Date: 1) 7 days before Task Order expiration; Fill-In Date: 2) 30 days; Fill-In Date: 3) 24 months.

SECTION 9 – LIST OF ATTACHMENTS

9.1 LIST OF ATTACHMENTS

Attachment	Title
1	COR Appointment Letter
2	Problem Notification Report
3	Work Definitions Form (WDF) sample
4	Service Delivery Summary (SDS) / Service Level Agreement (SLA) - updated
5	Deliverable Acceptance Form (DAF)
6	Non-Disclosure Agreement (updated Nov-2013)
7	BPA Labor Category Descriptions (updated Oct-2013)
8	MIDAS Release Plan (v.1.2)

SECTION 9 – LIST OF ATTACHMENTS

ATTACHMENT 1

COR Appointment Letter



COR_Appointment_Letter_S.Kott.pdf

SECTION 9 – LIST OF ATTACHMENTS

ATTACHMENT 2

PROBLEM NOTIFICATION REPORT - EXAMPLE

1. Nature and sources of problem:
2. COR was verbally notified on: (date) _____
3. Is action required by the Government? Yes_____ No_____
4. If YES, describe Government action required and date required:
5. Will problem impact delivery schedule? Yes_____ No_____
6. If YES, identify what deliverables will be affected and extent of delay:
7. Can required delivery be brought back on schedule? Yes_____ No_____
8. Describe corrective action needed to resolve problems:
9. When will corrective action be completed?
10. Is increased cost to the Government anticipated? Yes_____ No_____

Provide an estimate of the increase.

SECTION 9 – LIST OF ATTACHMENTS

ATTACHMENT 3

WORK DEFINITION FORM – SAMPLE (Technical Direction Letter)



MIDAS OM Support_SAMPLE Task Definition Form (WDF).pdf

SECTION 9 – LIST OF ATTACHMENTS

ATTACHMENT 4

SERVICE DELIVERY SUMMARY (SDS) – updated March-2014



TO4 Monthly SDS
Report_2014.March_

SECTION 9 – LIST OF ATTACHMENTS

ATTACHMENT 5

DELIVERABLE ACCEPTANCE FORM (DAF)



TO4 Att.5_DAF
Template.pdf

SECTION 9 – LIST OF ATTACHMENTS

ATTACHMENT 6

NON-DISCLOSURE STATEMENT (NDA) - updated November-2013



USDA MIDAS
NDA_added provision

SECTION 9 – LIST OF ATTACHMENTS

ATTACHMENT 7

LABOR CATEGORY DESCRIPTIONS (updated Oct-2013)



Attachment 7 - ATM
BPA L.Cat Revised_2013

Note: the Government's approval of Contractor personnel (and their qualifications) being mapped to a BPA Labor Category is ultimately determined by the Government's approval of the Contractor's mapping to the GSA Schedule 70 Labor Category and Rate.

SECTION 9 – LIST OF ATTACHMENTS

ATTACHMENT 8

MIDAS Release Plan (v.1.2)



Attachment 8 -
MIDAS RELEASE PLAN

SECTION 10 - REPRESENTATIONS, CERTIFICATIONS, AND OTHER STATEMENTS OF
OFFERORS OR RESPONDENTS

This page intentionally left blank.